

SHAYONA APARTMENTS

Client script

1. Total number of apartments = 25
 - 16 Single room apartments
 - 8 double room apartments
 - 1 pent house
 - And 2 shops (To be rented out)
2. The system should automate from check-in to check-out of a tenant
 - *Before Check-In*
 - Customer will contact SHAYONA apartments either by calling/sending a request via the web-site; reception and ask availability of rooms/Receptionist will check apartment availability and inform the customer
 - Customer will book apartment
 - An invoice will be generated and sent to the customer
 - Customer will pay against the invoice
 - On payment we will provide option for discount and VAT
 - Option to pay VAT or to avoid paying
 - Payment will be against a pre-configured rate
 - Customer pays for a specific period to stay in the apartments
 - An email is sent to the customer confirm his stay period
3. Booking and Reservation; A customer books to stay in an apartment for a specific number of days.
 - Booking; Its when a customer pays full amount
 - Reservation; it's when a customer calls reserves to stay in an apartment but doesn't commit funds
4. Charges;
 - Each apartment will have a short-term and long-term
 - Short-term; is a specific number of days...let's say 30 days
 - Long-term; it's anything more than the short-term
 - A customer will call and say the number of days he/she wants to stay at the apartment...let's say from the 15th Nov to 21 Dec.
 - Calculate the number of days between the two dates
 - If the number of days is below the number of days defined in the short-term then classify the customer under short-term
 - If the number of days is more than the number defined for short-term then classify the booking under long-term
 - Then calculate the rate per day with the value of the specific term applied for the customer i.e. either short or long term.
 - Generate invoice and send it to the customer on email
 - If the customer is a walk-in then print the pdf
5. Payment;
 - Customer presents invoice to the reception
 - Reception sends customer to cashier
 - Cashier searches for customer using any of the parameters e.g. mobile number, passport or even invoice number
 - Cashier receives payment

- Payment options CARD/MPESA/CASH/BANK Deposit/CHEQUE
 - If payment option is not cash, then provide a field to enter reference e.g. MPESA REF/BANK SLIP REF
 - Cashier receives payment against invoice
 - It's not a must that the customer pays in full
 - If the customer does not pay in full then show balance on the invoice
6. Check-In/Check-Out
- **Before Check-In**
 - Apartment manager checks readiness of the apartment before the customer Checks-In by
 - Apartment manager confirms all assets assigned to a room are available
 - Apartments manager confirms all assets are in good shape
 - Apartments manager confirms apartment is clean
 - **Check-In Process**
 - Customer walks in
 - Customer produces his invoice
 - Receptionist sends them to the cashier for payment
 - Cashier receives payment as per payment above
 - Customer goes back to reception
 - Reception confirms that payment is done
 - Reception issues key to customer
 - Reception generates an admission letter
 - Status changes to admitted
 - **On check-process**
 - Customer should check-out on the set day to exit the apartment
 - System to provide an option to extend the stay period and to consequently add charges
 - After the customer leaves the apartment the following should happen
 - A supervisor goes around and confirms that, all items that were available in the apartment when the customer checked-in are still available
 - In case any asset is broken the supervisor will need to report on the system

- If there is any need a follow-up will be done with the customer
- **After Check-out**
 - Store manager confirms status of the apartment
 - Confirms the status of all assets in the apartment
 - Updates all status in the system
- **Asset Management**
 - All assets will be tagged with barcode
 - Assets will be assigned to an apartment/Unit
 - Any movement of asset will be tracked in the system
 - Status and condition of asset is recorded
 - Inventory management
 - Basic asset management
 - For example, how many TV's do we have
- **Accounting (Reports to be defined)**
 - Accounts Receivable
 - Accounts Payable
- Basic Accounting reports